HONDA ServiceNews June 2004

Inspection Procedure Tips for S/B 04-021

If you're doing S/B 04-021, *Safety Recall: Automatic Transmission Second Gear Inspection*, it's really critical that you do the inspection procedure properly to ensure a successful and timely repair. Here are some handy tips to follow:

- ***Follow the camera setting instructions in the S/B.*** If you don't follow the instructions called out in the **INSPECTION PROCEDURE**, the camera zoom, focal length, shutter speed, focus, white balance, etc. won't be right, and your digital photo won't capture the gear detail that RPO Tech Line needs to release a reman A/T. See the article "Taking Top-Notch Digital Photos for S/B 04-021."

- ***Preview your digital photos on a workstation monitor.*** If the digital photos aren't clear on the monitor, they're certainly not going to be any clearer on the RPO Tech Line's monitors. We've had a number of dealers send five blurry, overexposed photos that wind up being useless because they fail to show enough detail to make an accurate judgement of the gear condition.

- ***Submit just one or two good digital photos, not five lousy ones.*** The RPO Tech Line needs only one or two really good, clear digital photos to confirm an overheated gear.

- ***Submit digital photos for S/B 04-021 only.*** If you have an A/T that's leaking ATF, making noise, slipping, or the MIL is on or the **D** indicator is blinking, you don't need to submit digital photos with the Warranty Automatic Transmission Order form. Check the Service Bulletin 04-021 box on the form, and include digital photos only if the A/T has overheated gears.

- ***Make a judgement.*** Some dealers don't feel confident about judging the gear condition and want the RPO Tech Line to do it for them. Sorry folks, but it's the dealer's responsibility to determine gear condition for this S/B. Dealers really need to develop the skills and the confidence to handle this themselves. If the RPO Tech Line gets besieged with digital photos, it just delays all A/T orders.

- ***Unblock the FTP port.*** Many dealers can't submit Honda Diagnostic System (HDS) data to Tech Line, and we suspect it's because of a blocked file transfer protocol (FTP) port. If that port is blocked, you won't be able to submit digital photos to the RPO Tech Line to confirm that a reman A/T is needed. Contact your dealership's network/firewall administrator to check the status of and unblock this port.

Canadian Hondas Entitled to S/B 04-021 Servicing

Canadian Honda owners and U.S. owners of Canadian market Hondas (these are gray market vehicles) are entitled to have their vehicles serviced for S/B 04-021, *Safety Recall: Automatic Transmission Second Gear Inspection*. If the A/T needs replacement, contact your DPSM for goodwill authorization, and enter the authorization number on the Warranty Automatic Transmission Order form.

Side Moldings Coming Loose or Falling Off

Are customers complaining of side moldings coming loose or falling off? Installing side moldings or any accessory with adhesive tape takes a little more effort than the old "peel and stick" approach. If you don't do it right, you don't get a lasting bond. Follow these steps for best results:

1. Make sure the part and the body that the part attaches to are at least **65°F**.
2. Use window cleaner and a clean shop towel to clean the body surface. Wipe the surface dry when you're done.
3. Use an alcohol wipe to clean the body surface, and then let it air dry.
4. Carefully peel off one end of the adhesive tape backing. Make sure you don't touch the adhesive. Stick the tape to the body, and press down firmly.
5. Peel off about **6 inches** of the backing at a time, and press down firmly to set the newly exposed adhesive. Keep doing this until you've peeled off all of the backing.
6. Press down firmly with your palm along the entire length of the adhesive; this forms a lasting bond.

Taking Top-Notch Digital Photos for S/B 04-021

To ensure a successful and timely repair when doing S/B 04-021, *Safety Recall: Automatic Transmission Second Gear Inspection*, you need five top-notch digital photos for the inspection procedure. Quality photos not only improve your ability to effectively judge the condition of the gear, but they'll save you delay on your A/T order to the RPO Tech Line. Here are some important guidelines:

If you're viewing this S/B on ISIS, make sure you check out the 15-minute video in the **INSPECTION PROCEDURE**. It's a good overview of the entire inspection and repair procedure, and it features voice narration and lots of cool animation.

Preset the camera. You can do this by following the instructions in the video or by doing step 7 of the **INSPECTION PROCEDURE**.

When you're ready to start taking your digital photos, follow these steps:

1. Attach the camera to the camera mount. Make sure you've installed the camera spacer correctly, and be careful not to damage the plastic threads in the bottom of the camera.
2. Light up the gear by shining the flexible LED flashlight into the countershaft speed sensor hole. Make sure the flashlight doesn't show in the display.
3. Center the white rectangle in the display on the speed sensor hole, then press and hold the shutter button halfway down until the rectangle turns green. (This tells you the camera is in focus. If the rectangle doesn't turn green, release the shutter button, and try again.)
4. While holding the shutter button halfway down, remove the flashlight.
5. Gently press the shutter button all the way down until the flash fires and you see the digital photo on the display.
6. Repeat steps 2 thru 5 until you've taken five clear digital photos of the gear. If needed, reposition the camera mount to center your photos.

Move Seat Heater Switches for Accessory Installation

The '04 Pilot EX-L (without the RES or the navigation system) has seat heater switches that take up the DIN slot in the dashboard. If your customer wants XM satellite radio, an in-dash CD changer, or a DVD i~VES installed, you need to relocate the seat heater switches to complete the installation.

If you're installing the accessory DVD i~VES, refer to AII 26961, *In-Vehicle Entertainment System (DVD Based) (EX-L)*. If you're installing the accessory in-dash CD changer or XM satellite radio, you'll need to order these parts to relocate the seat heater switches.

Description	P/N	H/C	Qty
Screw grommet	91640-SM4-003	3488632	1
Self-tapping screw	93903-24320	0786822	1
Spring nut (4 mm)	90302-SA4-003	1169861	2
Snap fitting clip	90666-S84-A01	5454822	2
Socket cover	39621-S01-A01	4811329	1
Accessory power socket	39620-S01-A01	4811303	1
Socket cover cap	39623-S01-A01	4811345	1
Protector	77313-S9V-A01ZA	7036924	1
Center cover	77312-S9V-A52ZA	7141799	1
Seat heater switch pocket	77280-S9V-A21ZA	7474695	1

You'll also need to follow the steps in AII 26961 that show how to relocate the heater switches; AII 25844, *Cassette Player/In-Dash CD Changer*, and AII 25886, *XM Radio System*, don't address EX-Ls at this time. These instructions will be updated to include EX-Ls.

Low Oil Pressure Indicator Blinks at Start-up

If a '03–04 Pilot owner complains that the low oil pressure indicator starts to blink after the engine starts, but there's plenty of oil in the engine, the problem could be a bad battery. If the battery is bad, the starter motor load will drop the battery voltage more than **2.5 volts** for more than **1 second**. This voltage drop also happens to trigger the low oil pressure warning alarm, causing the low oil pressure indicator to blink.

To fix this problem, swap the battery with a known-good one, and start the engine about 10 times. If the low oil pressure indicator stays off after each engine start, then the original battery is probably bad.

To confirm your suspicions, use a battery tester. Keep in mind, though, if you're using the ED-18, a bad battery could still test OK; if you're using the VAT-40 and a voltmeter, a bad battery will fail the test.

A/T DTC P0780 After Solenoid or A/T R & R

Replacing A/T solenoids [clutch pressure control (CPC) solenoid C and shift solenoid A] or the A/T in a '03–04 Accord V6 or a '02–04 Odyssey? Make sure you don't cross the solenoid connectors when you plug them into the engine harness. If you do, you'll wind up with an A/T DTC P0780 (shift control system), and when you test-drive the vehicle, the A/T won't upshift or it will stick in 2nd gear.

When installing these solenoid connectors, make sure the engine harness wire colors match the solenoid wire colors. Here are the solenoid wire colors:

- *Odyssey models:* the CPC solenoid C wire colors are **GRN/RED** and **RED/BLU**.
- *Accord V6 models:* the CPC solenoid C wire colors are **GRN/RED** and **BLK**.
- *All models:* the shift solenoid A wire colors are **BLU/YEL** and **BLK**.

Track Warranty A/T Order Status on *i*N

If you've ordered a reman A/T under warranty, you can track the status of your order on the **Warranty A/T VIN Inquiry** screen of the Interactive Network (*i*N).

From the *i*N main menu, click on **PARTS**, **Parts Ordering**, and then **Warranty A/T VIN Inquiry**. Enter a date in the **All Orders Accepted Since** box, and then click on **Submit**.

The **WARRANTY A/T VIN INQUIRY ACKNOWLEDGEMENT** screen lists orders by **VIN**, **ORD REF** (Order Reference), **STAT** (Status), **SHIP DATE**, **SHIPPER**, and **REMAN SERIAL NO**. You can determine the status of your order from these codes:

Generated by the RPO Tech Line:

- **PEND** - Your order is waiting to be processed by the RPO Tech Line.
- **HOLD** - Your order is waiting for additional dealer diagnosis.
- **ERR** - Your order caused an error; call **888-997-7278** (Option 1).
- **DENY** - The RPO Tech Line denied your order; call **888-997-7278** (Option 2).
- **APPR** - The RPO Tech Line approved and forwarded your order to AHM Parts.

Generated by AHM Parts Division:

- **BO/TOS** - Your order is on backorder or is temporarily out of stock.
- **CAN/BOC** - Your order has been cancelled; contact your facing parts center.
- **ALO/BOA** - Your order has been allocated, but not released for shipment.
- **REL/BOR** - Your order has been picked, packed, and shipped.
- **INV** - Your order has been invoiced to the dealer parts account.

Rear Diff Moans With Brakes Applied at Low Speed

Got a 4WD '97–04 CR-V or '03–04 Element that moans from the rear differential when you apply the brakes at low speeds? The problem could be mismatched or uneven tires. Tires that are worn from not being rotated, new tires that are mixed with old ones, tires that aren't inflated to the same pressure, tires from different manufacturers, or aftermarket tires can have enough size and tread differences to cause this noise.

To check if the tires are the problem, measure the loaded rolling circumference of all four tires. Here's how:

1. Inflate all four tires to the cold inflation pressures listed on the doorjamb sticker.
2. Place a dab of grease on the center of each front tire.
3. Roll the tires at least one full revolution, and measure the distance between the grease spots.
4. Repeat steps 2 and 3 for the rear tires.
5. Compare the differences in rolling tire circumference. If the loaded rolling circumference differs, replace all four tires with a set of known-good tires, and retest.

SRS Impact Sensor DTCs After Sensor R & R

The SRS sensor components in '03–04 Accords come from two manufacturers: TRW and DENSO. The components from these manufacturers aren't interchangeable. If you try to mix and match them, you'll trigger SRS DTCs and the SRS indicator will come on.

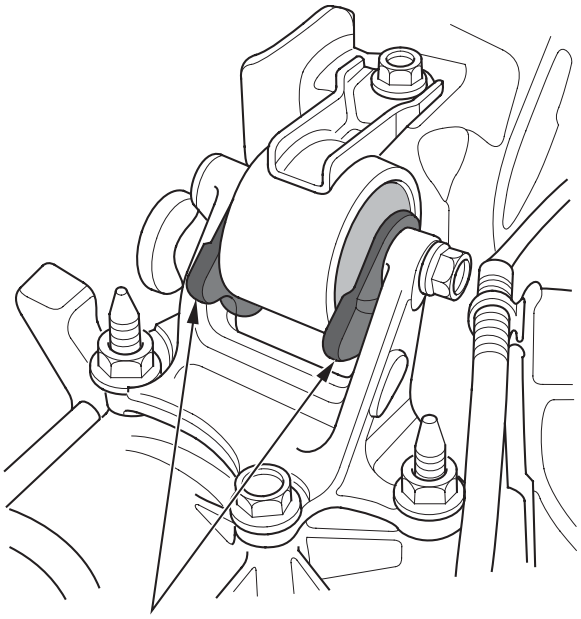
When ordering replacement sensors, follow these guidelines:

- Make sure the part number you're ordering is the same as the part number on the component you took off the vehicle.
- The parts are coded **M1** for TRW and **M2** for DENSO.
- For help ordering the right parts, use the Parts Catalog (May '04 or later) in the Interactive Network (*i*N). Click on **PARTS**, **Parts Catalog**, and then **Parts Catalog**. Click the **VIN** button, and enter the VIN of the vehicle you're working on in the **Vehicle Information** box.

Growl When Accelerating? Check the Left Motor Mount

If the left front motor mount in a '04 CR-V with A/T isn't installed properly, you'll hear a growl when accelerating. The motor mount, which is attached to the A/T, has rubber ears that keep the motor mount from contacting the motor mount bracket. If the rubber ears aren't facing the right way, the motor mount can contact the body and transmit engine and A/T noise.

To fix this problem, check the rubber ears on the left front motor mount, and make sure they're pointing down as shown. If the ears aren't pointing down, refer to step 11 on page 5-11 of the 2002–04 CR-V S/M, and install the ears correctly. (On ISIS, use the keyword **ENGINE INSTALL**, then select **Engine Installation** from the list.)



RUBBER EARS

Balancer Shaft Buzz or Rattle Is Normal

NOTE: This article applies to A/T-equipped '03–04 Accord L4s, '02–04 CR-Vs, and '03–04 Elements.

Have customers complained of a buzz or rattle when the vehicle is sitting in Park or Neutral and the engine is winding down from 3,000 to 2,000 rpm? What they're hearing is a harmonic resonation coming from the oil pump and balancer shaft assemblies, which is a normal characteristic of the vehicle. Don't bother replacing engine components; it won't change or reduce this condition.

Rodent Damage to Knock Sensor Subharness

Got a '03–04 Accord V6, a '99–04 Odyssey, or a '03–04 Pilot in your shop with a DTC P0325 (knock sensor circuit malfunction), a TCS DTC 31 [engine retard command (PFINH)]), or both? The problem could be rodent damage to the knock sensor harness.

Rodents (rats, mice, squirrels, etc.) are natural-born gnawers, and if one happens to climb up inside the engine compartment under the intake manifold (hey, it's a nice, cozy spot to hang out), there's a juicy knock sensor harness for the taking. If the subharness makes the menu, you'll need to replace it with this part:

Accord V6: P/N 30531-RCA-A00
H/C 7134133

Odyssey, Pilot: P/N 30531-P8F-A00
H/C 5878327

Engine Cranking or Starting Problems After Fill-up

Are '01–04 Civic owners complaining of these problems after a fill-up?

- The engine cranks a long time before starting
- The engine cranks but won't start
- The engine starts but then dies

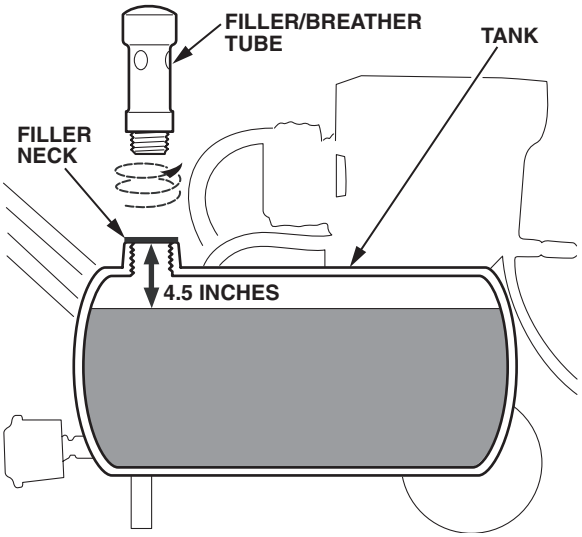
The culprit could be the purge control solenoid (PCS). If the PCS is stuck open, it can let vapors from the EVAP canister get pushed into the intake manifold during a fill-up. Too much vapor can cause the engine extended crank time, or the engine not to start, or to start and then stall after the tank is filled.

To fix this problem, check the PCS and the service port for contamination. If they're clean, then replace the PCS.

ATF Cooler Cleaner Operating Tips

Here are some tips for those of you who have received the ATF Cooler Cleaner (P/N GHTTTCF6H):

- When you're ready to use the cooler cleaner, make sure you check the fluid level in the tank. The fluid level should be **4.5 inches** from the top of the filler neck. Adjust the level if needed; don't overfill the tank. Use only Honda ATF-Z1; never use any additives.



- At the end of the 5-minute cleaning period, make sure you leave the air purge valve open while you flip the **MOTOR** toggle switch to **OFF**. If you turn off the pump with the air purge valve closed, ATF could spill out of the filler/breather tube when you would open the air purge valve to purge the ATF cooler and hoses of residual ATF.
- S/B 89-022, *ATF Cooler Cleaner*, doesn't really explain about the indicators on the cooler cleaner. The **MOTOR** toggle switch has a *green* indicator above the switch. It comes on when you flip the switch to **ON** and goes off when you flip the switch to **OFF**. The **HEAT** toggle switch has a *green* indicator and a *red* indicator above the switch. The *green* indicator comes on when you flip the switch to **ON** and goes off when you flip the switch to **OFF**. The *red* indicator comes on only if the fluid level in the tank is too low for the tank heater to work. If the red indicator comes on, add a gallon of ATF-Z1 to the tank.

Mode/Air Mix Problems After Control Panel Replacement

If you have a '03–04 Accord in your shop with a heater mode motor that chatters and the air mix motor and outlet temperature only adjusts to HOT or COLD, check if the heater control panel has been replaced. If a heater control panel for a 2-door model is installed in a 4-door model, you'll get these symptoms.

Tips From Training: Keep Your Work Skills Up-to-date

Rick Donia, Training Center Coordinator in French Camp, CA, passed along this advice. He says if you want to take charge of your future, and have more control over your earnings, keep your work skills up-to-date.

Knowledge makes you valuable. The more you know, the greater your perceived worth. Having a wide understanding of how Honda vehicle systems work and knowing how to troubleshoot and repair them make you a valuable asset to your dealership. And that gives you power to control your financial future to a much greater extent.

So keep up with your PROformance self-study training, and work with your service manager to schedule time at the Training Center.

AUTOMOTIVE Youth Educational Systems YES ®

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ASN 27147 (0406)

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